



BUREAU TALK

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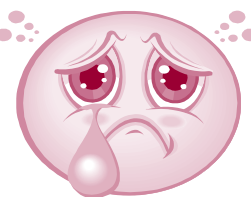


STAFF CHANGES

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It is with regret that the bureau will soon be saying good-bye to Kay Payne. Kay will be retiring from the Department of Health and Senior Services effective December 1, 2008. Kay has worked for the department for many years, four of which were for the Bureau of Home Care and Rehabilitative Standards. We will miss her expertise and appreciate all her contributions to the bureau over the past four years.



Kay plans to spend her time in retirement doing such things as, taking an Alaskan Cruise, spending more time with her husband and grandchildren, scrapbooking, and doing mission work. She is also going to start a Reflexology business. Please join us in wishing her the best!

On another note, the bureau has hired a new surveyor, Becky Gavin. Becky comes to us from Doniphan, Missouri. She brings with her almost 20 years of health care experience, 15 of those years being in the area of administrative nursing. She has worked both long term care and home health. Becky will be attending both the federal basic home health and federal hospice trainings in December. Becky is full of energy and excitement! Although Becky could possibly survey all across the state, her domicile is in Southeastern Missouri. Please join the bureau in welcoming Becky!



SAFE AT HOME PROGRAM

House Bill 583 passed during the 2007 legislative session. This bill charged Secretary of State Robin Carnahan with implementing the new *Safe at Home* address confidentiality program to protect Missouri citizens impacted by domestic violence, sexual assault, rape, and stalking.

Safe at Home is an address confidentiality program intended to protect survivors and their minor children. Under this program, participants are provided a substitute mailing address to use on new records they create with state agencies, local government agencies, and the courts. Their first class mail, legal mail, and certified mail sent to the substitute address are then forwarded to their confidential address.

The Secretary of State's office recently produced informational brochures and posters about *Safe at Home*. Please see **Attachment 1 & 2** for samples. The poster is 18 x 22 inches. If you would like to receive brochures and/or posters at no cost, please contact Pamela Good at Pamela.Good@dhss.mo.gov

SHOW ME HOME CARE AND REHAB

The *Show Me Home Care and Rehab* website is now active!

To access this website go to <http://www.dhss.mo.gov/showmehomecarerehab/>.

Please refer to **Attachment 3** for examples of several screen shots from the website. Once an agency's plan of correction is approved and follow-up survey is completed, the statement of deficiencies along with the plan of correction will be available to the public for viewing.



NURSE AIDE TELECONFERENCE

All of us who are involved in home health and hospice are well aware of how vital the nurse aide is to the well-being of our patients. On January 13, 2009, from 1 - 3 p.m., Missouri Alliance for Home Care will be sponsoring a teleconference for nurse aides. Judy Morris, R.N., a DHSS state surveyor from the Springfield area will be a guest speaker. Judy has had experience in not only home health and hospice, but also long term care. The topic of her portion of the teleconference will be "The Four C's of Aide Documentation". By the end of the teleconference the home health/hospice aide will understand the four "Cs" of documentation: 1) Compliance 2) Consistency 3) Completeness 4) Coordination. The goals of this teleconference is to promote compliance with the home health/hospice aide plan of care, promote consistent documentation with every aide visit, promote complete and accurate documentation, and promote coordination between the home health/hospice aide and the registered nurse or therapist who has developed the aide plan of care.

For more information regarding this teleconference contact Missouri Alliance for Home Care. Mark your calendars now!

IMPACT OF NURSING SHORTAGE ON HOSPICE

A survey and certification memo (S&C 08-37) dated September 19, 2008 was recently published addressing, once again the impact of nursing shortage on hospice. This memorandum extends the period of time for hospice agencies to qualify for an "extraordinary circumstance" exemption when they believe that the nursing shortage has affected their ability to directly hire sufficient numbers of nurses. This policy exemption was first outline in S&C 02-44 and again in S&C 05-02 and 06-28. The effective date of this policy has been extended from September 30, 2008 to September 30, 2010. This allows hospices affected by the shortage to utilize contracted nursing staff only if specific guidelines outlined in the S&C are met. CMS will reevaluate the employment market for nurses during the summer of 2010 to see if this policy should be extended. A copy of this memo can be found at:

<http://www.cms.hhs.gov/surveycertificationgeninfo/pmsr/list.asp>.

Mission Priority Statement for FY'09

The CMS FY'09 Mission Priority Document has again given the states direction in determining how many federal surveys they are to complete this fiscal year. As in years past, CMS prioritizes surveys into 4 Tiers; Tier 1 being of highest priority and Tier 4 of least priority.

Home Health

Tier 1 contains the names of Home Health Agencies (HHA) that have not been surveyed for 24 months or longer. These HHAs will be due for survey during FY'09. This list was provided to the state by CMS. It assures that all HHA are surveyed at least every 36 months.

37 agencies will be surveyed this fiscal year under Tier 1.

Tier 2 contains HHAs flagged as being at potential risk for quality of care problems, based on a Survey Priority Score (SPS). The SPS is a composite score consisting of Survey and Certification and Outcome and Assessment Information Set (OASIS) outcome data. This list was also provided to the state by CMS and represent 10 percent of HHAs within our state with the highest SPS score. From this list of agencies each state was to select half of the HHAs on the 10 percent list, so that 5% of all non-deemed HHAs in the State have a Tier 2 survey.

7 agencies will be surveyed this fiscal year under Tier 2.

Tier 3 : No criteria established

Tier 4: Additional surveys *may* be completed so all home health agencies are surveyed on an average of every 24 months. Due to budget constraints very few, if any, Tier 4 surveys will be completed this fiscal year.

Hospice

Tier 1: There are no Tier 1 hospice agencies.

Tier 2: 5% Targeted Surveys. 5% of the hospices in the state are surveyed. There will be 6 hospices surveyed this fiscal year under Tier 2.

Tier 3: 7.0 year interval. This ensures that no more than 7.0 years elapses between surveys for any one particular provider. There are no surveys scheduled this fiscal year under Tier 3.

Tier 4: 6.0 year interval. Additional surveys are done (beyond tiers 2-3) such that all providers in the State are surveyed, on average, every 6.0 years. There are no surveys scheduled this fiscal year under Tier 4.

ANNUAL STATISTICAL REPORTS

How time flies! It will soon be time for agencies to start completing their annual statistical reports again. As with last year, a notice to the agency administrator will be sent via e-mail in mid-November. In this e-mail, the bureau will reference the Missouri Alliance for Home Care (MAHC) and the Missouri Hospice and Palliative Care Association (MHPCA) websites. Your agency can download the statistical report forms via these websites.

The completed annual statistical report forms will be due January 31, 2009. They must be submitted electronically to either MAHC or MHPCA. Both organizations have agreed to host a teleconference again this year to review the reports and to answer any questions you may have regarding completing the statistical report forms. Following, are the announcements regarding the teleconferences from the two associations.

MAHC:

Coming Soon - the Annual Home Health Statistical Report! This year's report will look just the same as last year's report, but there are agencies that continue to have a little trouble completing it. If you are one of those agencies who needs the extra assurance that you are completing the statistical report correctly, you can count on some help from the Missouri Alliance for Home Care (MAHC)! MAHC is offering a FREE telephone conference on December 11, 2008 at 8:30 a.m. You will be receiving more information and registration materials from MAHC soon. You must pre-register for this phone conference.

MHPCA:

MHPCA has again set a date for the Hospice Statistical Report Training Conference Call. The call will be held on Thursday, January 8, 2009 at 11:00 a.m. Agencies wishing to participate on the call need to contact MHPCA to register. There is no charge for the conference call. Each participant will be charged for the long distance calling cost for their participation.

OASIS AUTOMATION UPDATE

Just a reminder to frequently check the QTSO website at <https://www.qtsso.com>. In the future, dialup will not be an option to submit your OASIS submissions and your agency will be required to switch over to broadband. This is not mandatory yet, but in the near future it will be. If you are able to connect using broadband it would be beneficial to your agency to go ahead and get broadband setup. If your agency is having the Network Address Translator (NAT-T) problem you will still have dial up available until the NAT-T problem is resolved. If you have any questions, please contact Debi Siebert at 573-751-6332. There is also a new email for the QTSO help desk. See attachment 4



SOLICITATION PRACTICES

The bureau was recently alerted to the fact that there are some hospices that are soliciting for patients in local senior apartment housing. A representative from the hospice will go to a local senior housing and offer to do such things as blood pressure screenings. They obtain resident information through the BP screening, i.e., get patient names and apartment numbers. From there, they contact the patient and recommend hospice. They are able to "sell" it to the patients by telling them that the hospice will pay for their medications.

This is not an acceptable practice. The bureau and the fiscal intermediary see this as a violation of patient rights. Any such practice will be investigated by the bureau and possibly referred to the Office of Inspector General.

HOSPICE REGULATIONS

The new Federal Hospice Regulations will go into effect December 2, 2008. The bureau has received several phone calls regarding the new interpretive guidelines. The bureau would like to inform all hospice providers that the new interpretive guidelines, as well as the newly updated state operations manual (SOM), has not been released at this time. CMS central office has informed the states that they are hopeful that the new documents will be available by the time the new regulations become effective.

As you all are aware, the Code of State Regulations was revised 2/29/08. The bureau has recently updated the State Hospice - Certification Tool. Please see **Attachment 5**. The link to this document will also soon be available on our bureau website at www.dhss.mo.gov/HomeCare.

DISASTER PLANNING

At the Home Health Advisory Council Meeting earlier this month, Lois Kollmeyer, a representative from the Missouri Hospital Association, gave a wonderful presentation on disaster planning. She spoke of grant money that is given to each state to be used for a disaster preparedness program. This grant money is being used for education and preparedness training, equipment and supplies (evacuation equipment, radios, supplemental oxygen, etc.), etc. One of the primary focuses of her presentation was on the importance of home health and hospice agencies, working collaboratively with the public health departments, not only in time of disaster but in developing their agency disaster planning program. The public health departments will be a crucial contact in time of disaster. Lois presented an enormous amount of vital information to the council. She has graciously agreed to submit an article for the next bureau talk so stay tuned!

News from the MOO Arena



October 2008

By Joyce Rackers, R.N.

There's not been a lot of action from the MOO arena this quarter. I think this is the first time I've been able to say that since I became the OASIS Education Coordinator four years ago!

I have received several phone calls inquiring about OASIS training. At this time there is no training planned for the remainder of the year. Here are a few recommendations for keeping your staff current on OASIS information:

1. Use the OASIS Training Manual given to your staff who attended the State OASIS Trainings in early 2008.
2. Keep abreast of all the CMS OASIS Q & A's.
3. Print off the OASIS Q & A's from the OASIS Certificate and Competency Board (OCCB) website each quarter and update the training manual.

The newly published quarterly OCCB Q & As for October 2008 is now available on the OCCB's website at www.oasiscertificate.org. Some (but not all) of the issues addressed in this quarter's Q & A's are:

1. Unplanned discharges when patients are placed on "hold" and never resume care.
2. Collaborating on an OASIS.
3. Significant Change in Condition (SCIC) clarification.
4. Cemented Surgical Wounds.
5. Fistulas.
6. Determining when a surgical wound is healed if the date of complete epithelialization is unknown.
7. Clarification of MOO items #650, #660, #780, #830 and #840.

Print these Q & As and add them to your OASIS training manual today!